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Title: Method of Optimizing Call Center Resources Based Upon Statistics

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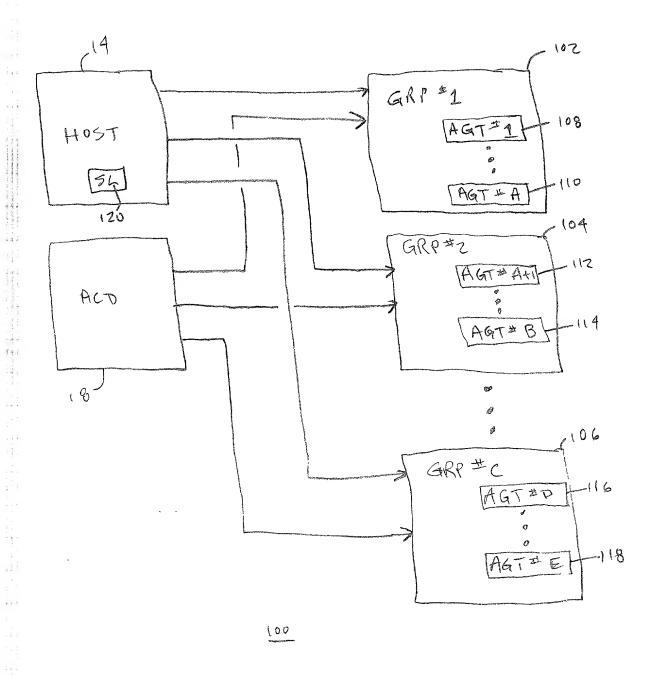
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FIG. Z.



FIG,3

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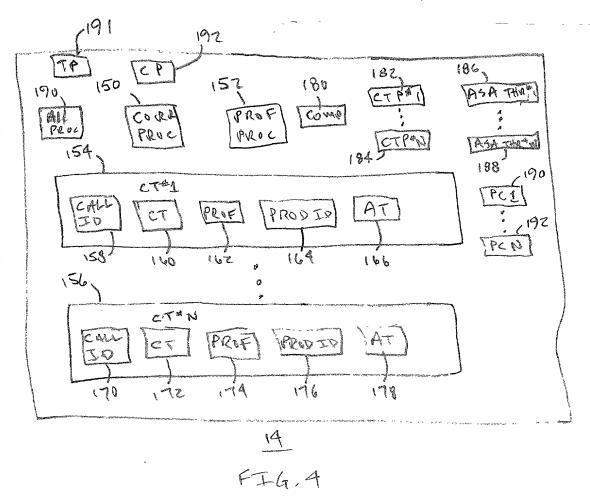
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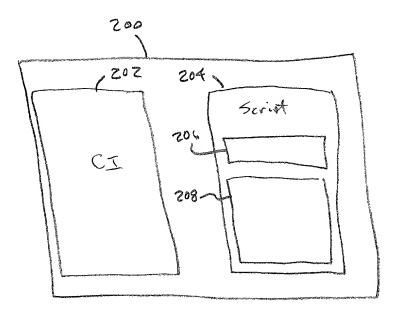
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